

EXCEPTION #9 DISPOSITION REPORT

Issue 9.1

BA-MA did not calculate the PO-3-02 Contact Center Availability metric according to the formula documented in the February 28, 2000 New York Carrier-to-Carrier Guidelines. The Contact Center Availability metric, “percent of calls answered within thirty seconds,” calculates a percentage adjusted for the number of busy and abandoned calls. BA-MA’s calculation of the metric did not include abandoned or busy calls.

KPMG has verified by means of metrics validation that BA-MA modified the metric calculation to include abandoned and busy calls. KPMG believes that Issue 9.1 can be closed.

Issue 9.2

Bell Atlantic calculated PO-2 metrics (OSS Interface Availability) based on aggregate spreadsheet data, while the New York Carrier-to-Carrier Guidelines mandate that the calculation be based on Enview log files.

BA-MA and KPMG held a conference call on June 15, 2000 to discuss the PO-2 OSS Interface Availability metrics calculation. BA-MA and KPMG agreed that the data and algorithms that BA-MA had provided were not sufficient to comply with the New York C2C Guidelines. BA-MA identified and supplied additional contacts and documentation to assist KPMG in resolving the issue. On June 21, 2000, KPMG received the data and algorithms relevant to PO-2 calculation based on the Enview system. After reviewing this information, KPMG subsequently determined that BA-MA used incorrect algorithms in the calculation of PO-2 metrics. The NYC2C Guidelines state that the numerator for the metric be “(Number of Hours in Month)-(Number of Hours Interface is not available during Month),” and the denominator be “Number of Hours in Month.” In their calculation using Enview and Help Desk data, BA-MA multiplied the denominator by the “Number of Boxes,” which is equal to 4 for the EDI Interface. In the Enview data, there are only 2 EDI boxes being monitored for Pre-Ordering transactions: ECX3 and ECX4.

On August 11, 2000, BA-MA revised their PO-2 metrics calculation on the March and July 2000 Carrier-to-Carrier Report to comply with the NYC2C Guidelines. KPMG replicated the revised BA-MA metrics values, and, as such, KPMG verified that BA-MA modified the metric calculation to include the correct number of EDI Interface boxes for March (2 EDI boxes) and July 2000 (3 EDI boxes). Consequently, KPMG believes that this Issue 9.2 can be closed.

Note that the recalculated results had a significant impact on BA-MA’s March 2000 performance relative to the performance standards outlined in the NYC2C Guidelines.

Issue 9.3

BA-MA's calculation of the PO-3 Contact Center Availability metric through February 2000 does not include all call centers supporting CLECs for ordering, provisioning, maintenance and billing issues. BA-MA states that the order processing center is the only center reported out of the Automated Call Distributor (ACD).

KPMG has verified that the BA-MA PO-3 metric calculation includes all centers reported out of the ACD as guided by the February 28, 2000 New York Carrier-to-Carrier Guidelines. KPMG believes that Issue 9.3 can be closed.

Issue 9.4

BA-MA measures the Installation Quality (PR-6) metrics with numerator and denominator values based on time periods that are not aligned. In the New York Carrier-to-Carrier Guidelines, there is an inconsistency between the metrics definition and the metrics calculation. The definition implies that the metrics should review orders in a month and look out 30 days after the order was completed for a trouble report on the line.

BA-MA issued a request to the Carrier Working Group in NY to clarify the guidelines such that they are consistent with the metric actually being calculated. BA-MA stated that the New York Guidelines have been revised. KPMG believes that this Issue 9.4 can be closed.

Based on the assessment of all offered resolutions to the four Issues above, KPMG believes that MA Exception #9 can be closed.